

## **Top tips for successful Medtronic 780G pump use**

- Email address is [childrenwithdiabetes@ggc.scot.nhs.uk](mailto:childrenwithdiabetes@ggc.scot.nhs.uk) and you **MUST** email in to tell us you have uploaded. It is helpful to send a PDF of your reports when you are emailing in.
- Initial contact will be by phone and will move to email when you have a Carelink account.
- You will be asked to create a Carelink account and pass on the username and password to allow us to sync the accounts.
- If you have a technical difficulty with your pump firstly contact Medtronic customer care ask for the technical department to report fault and then contact the diabetes service to let us know that you've had a fault so we can escalate through our reporting system
- Uploads should be done initially for the pump team to review on Monday and Thursday morning.
- To get the most from your pump a minimum of 4-6 blood glucose tests should be performed per day.
- Emergency packs should be put into school consisting of hypo remedy and spare reservoir, cannula and battery.
- Insulin pens are still your fall-back if your pump breaks down. Keep a note of your current Total daily dose to allow you to work out off-pump doses.
- Pumps have a 4 year warranty. Upgrades will take place between year 4 and 5.
- Medtronic 780G pumps are waterproof.
- If you can, take insulin out of the fridge 24 hours prior to changing reservoir & tubing. This should help to minimise air bubbles.
- Preparing for cannula change: ensure hands are clean and skin area is clean. There is no need to use alcohol wipes/gel to prepare the area.
- Injection sites can still become overused and lumpy. Rotating sites is still as important.
- To aid healing of the skin following cannula removal apply a smear of Tea Tree cream or Calendula cream (do not use Tea Tree oil as this is too strong). These can be purchased from most pharmacies.

- The pump must be removed if you are going to have an x-ray, CT scan or MRI scan.
- The pump's software can withstand airport security systems but NOT the x-ray scanner. Do not put your pump through this. Make sure security staff are aware that you have a pump. Letters can be provided by the diabetes team.
- Medtronic have a holiday loan pump scheme. Please contact the Customer support line 4 weeks prior to your holiday to arrange this.
- It is recommended that you insure your pump on your household insurance as a single valuable item. The cost of the pump is £3000. Diabetes UK recommend the following insurance company [www.insurance4insulinpumps.co.uk](http://www.insurance4insulinpumps.co.uk) This is underwritten by Lloyds and the premium is approx £6 per month.
- To personalise your pump there are a range of pump skins and silicone cover that you can purchase from Medtronic <https://shop.medtronic-diabetes.co.uk/>